

Children with Special Health Care Needs

Core CAHPS Questions

Composite and Questions

Getting Care that is Needed

This chart summarizes the responses to survey questions 3, 10, 24, and 25 contained in the composite, “Getting Care that is Needed.” Individual question-level responses are also below.

Composite

Washington State FFS
with SSI benefits (n=1445)

9% 12% 79%

Q3. “How much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?”

Q3.
(n=410)

16% 16% 68%

Q10. “In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that your child needed to see?”

Q10.
(n=882)

8% 13% 79%

Q24. “In the last 6 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?”

Q24.
(n=1360)

12% 83%

Q25. “In the last 6 months, how much of a problem, if any, were delays in your child's health care while you waited for approval from Medical Assistance?”

Q25.
(n=1349)

8% 87%

A big problem

A small
problem

Not a problem

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Children with Special Health Care Needs

Core CAHPS Questions

Composite and Questions

Getting Care without Long Waits

This chart summarizes the responses to survey questions 15, 17, 20, and 26 contained in the composite, “Getting Care without Long Waits.” Individual question-level responses are also below.

Composite

Washington State FFS
with SSI benefits (n=1435)

26%

23%

51%

Q15. “In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?”

Q15.
(n=1136)

11%

25%

65%

Q17. “In the last 6 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?”

Q17.
(n=1099)

13%

31%

57%

Q20. “In the last 6 months, when your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?”

Q20.
(n=738)

7%

19%

73%

Q26. “In the last 6 months, how often did your child wait in the doctor’s office or clinic more than 15 minutes past the appointment time to see the person your child went to see?”

Q26.
(n=1334)

28%

46%

26%

Never/Sometimes	Usually	Always
Q26: Always/Usually	Q26: Sometimes	Q26: Never

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Core CAHPS Questions

Composite and Questions

How Well Doctors Communicate

This chart summarizes the responses to survey questions 30, 32, 34, 36, and 37 contained in the composite, “How Well Doctors Communicate.” Individual question-level responses are also below.

Composite

Washington State FFS
with SSI benefits (n=1365)

11%

29%

60%

Q30. “In the last 6 months, how often did your child’s doctors or other health providers listen carefully to you?”

Q30.
(n=1355)

8%

29%

63%

Q32. “In the last 6 months, how often did your child’s doctors or other health providers explain things in a way you could understand?”

Q32.
(n=1358)

24%

71%

Q34. “In the last 6 months, how often did your child’s doctors or other health providers show respect for what you had to say?”

Q34.
(n=1358)

8%

27%

65%

Q36. “In the last 6 months, how often did doctors or other health providers explain things in a way your child could understand?”

Q36.
(n=416)

22%

29%

49%

Q37. “In the last 6 months, how often did doctors or other health providers spend enough time with your child?”

Q37.
(n=1352)

12%

36%

52%

Never/Sometimes

Usually

Always

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Children with Special Health Care Needs

Core CAHPS Questions

Composite and Questions

Courtesy, Respect, and Helpfulness of Office Staff

This chart summarizes the responses to survey questions 28 and 29 contained in the composite, "Courtesy, Respect, and Helpfulness of Office Staff." Individual question-level responses are also below.

Composite

Washington State FFS
with SSI benefits (n=1363)

6% 25% 69%

Q28. "In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?"

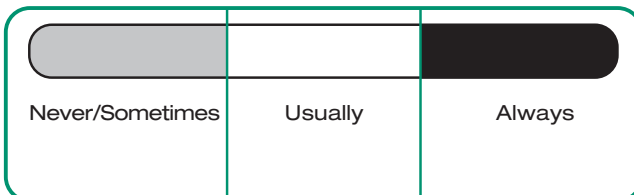
Q28.
(n=1356)

18% 77%

Q29. "In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?"

Q29.
(n=1359)

9% 31% 60%



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Core CAHPS Questions

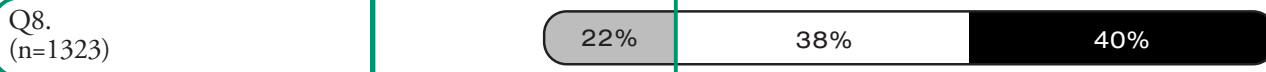
Questions 8, 12, 46, and 66

Rating Personal Doctors, Specialists, Health Plan, and Health Care

This chart summarizes the responses to questions 8, 12, 46, and 66 which asks clients to rate their personal doctor, specialist, health plan, and health care.

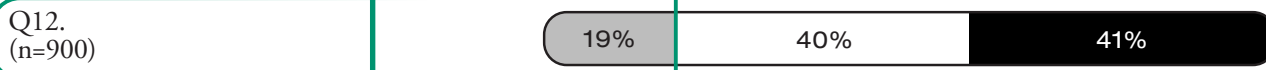
Rating Personal Doctors

- Q8. "Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible and 10 is the best personal doctor or nurse possible. How would you rate your child's personal doctor or nurse now?"



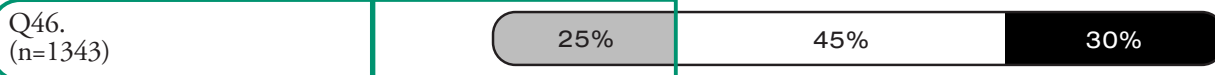
Rating Specialists

- Q12. "Use any number from 0 to 10 where 0 is the worst specialist possible and 10 is the best specialist possible. How would you rate your child's specialist?"



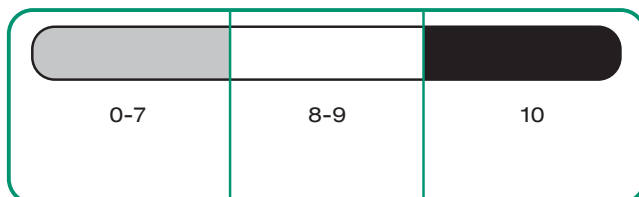
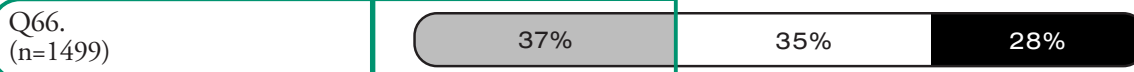
Rating Health Care

- Q46. "Use any number from 0 to 10 where 0 is the worst health care possible and 10 is the best health care possible. How would you rate all your child's health care?"



Rating Health Coverage

- Q66. "Use any number from 0 to 10 where 0 is the worst possible and 10 is the best possible. How would you rate your child's health coverage now?"



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Additional Questions

Question 68

Getting Prescription Medicines

This chart summarizes the responses to survey question 68 contained in the composite, "Getting Prescription Medicines." This chart summarizes the responses to question 68, the only question in "Getting Prescription Medicines."

- Q68. "In the last 6 months, how much of a problem, if any, was it to get your child's prescription medicine at the drug store or pharmacy?"

Washington State FFS
with SSI benefits (n=1095)

16%

79%

A big problem

A small
problem

Not a problem

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Additional Questions

Composite and Questions

Getting Specialized Services

This chart summarizes the responses to survey questions 50, 53, and 56 contained in the composite, “Getting Specialized Services.” Individual question-level responses are also below.

Composite

Washington State FFS
with SSI benefits (n=1269)

17%

23%

60%

- Q50. “In the last 6 months, how much of a problem, if any, was it to get the special medical equipment your child needed?”

Q50.
(n=436)

25%

26%

49%

- Q53. “In the last 6 months, how much of a problem, if any, was it to get the special therapy your child needed?”

Q53.
(n=1098)

13%

18%

68%

- Q56. “In the last 6 months, how much of a problem, if any, was it for you to get this treatment or counseling for your child?”

Q56.
(n=510)

14%

24%

62%

A big problem

A small
problem

Not a problem

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Additional Questions

Composite and Questions

Getting Family Support

This chart summarizes the responses to survey questions 6, 7, 33, 39, and 42 contained in the composite, "Getting Family Support." Individual question-level responses are also below.

Composite

Washington State FFS
with SSI benefits (n=1516)

18%

27%

56%

Q6. "Does your child's personal doctor or nurse understand how any medical or health conditions your child has affect his or her day-to-day life?"

Q6.
(n=1326)

11%

33%

56%

Q7. "In the last 6 months, how often did your child's personal doctor or nurse talk with you about how your child is feeling, growing, or behaving?"

Q7.
(n=1305)

39%

23%

38%

Q33. "In the last 6 months, how often did your child's doctors or other health providers give you support about the care you are providing for your child?"

Q33.
(n=1331)

16%

26%

58%

Q39. "In the last 6 months, how often did your child's doctors or other health providers involve you as much as you wanted in these decisions?"

Q39.
(n=930)

18%

76%

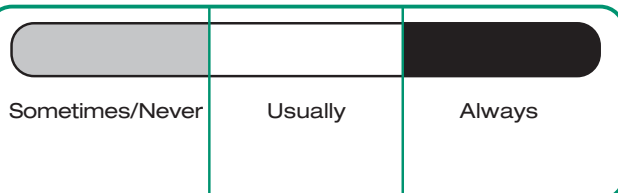
Q42. "Do you get the information you need from your child's doctors and other health providers about your child's medical or health conditions?"

Q42.
(n=1342)

18%

33%

49%



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Additional Questions

Composite Question 59

FFS
SSI

Coordination of Care

This chart summarizes the responses to question 59, the only question in “Coordination of Care.”

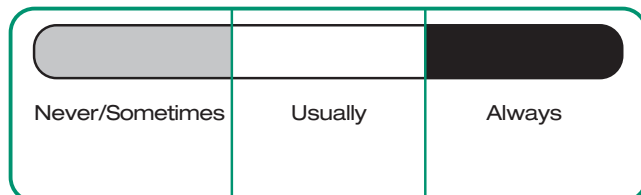
- Q59. “Does anyone from your child's doctor's office or clinic help you to coordinate your child's care among these different providers and services?”

Washington State FFS
with SSI benefits (n=1152)

61%

17%

23%



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